Appendix C

D623 Report Error Messages

D623 Report

E002: SSN, EXT#, DOB OR BOTH RACE & SEX MUST BE PASSED.

There is not enough demographic information from the CARES referral to make a participant match with KIDS. The participant record may have to be manually created in KIDS. Before adding the new record, investigation should be done to verify any additional demographic information, ensuring that a duplicate participant record is not created in KIDS.

E008: SSN OR EXT MATCHED: 0000000000 BUT DIF LAST &/OR 1ST NAMES

This error is created when KIDS can match the referred individual to an existing KIDS participant by SSN or PIN but the name does not match. This can often be the result of a name change or misspelling of the name in one of the systems. It can also be the result of incorrect demographic data connected to the participant in question.

Example:

```
ASSISTANCE #         EXT WRKR            EXT CNTY    SYS    PROG CD    TRG DT       PROC ST      CASE TYP    IV-D WRKR       IV-D #
  LAST NAME          FIRST NAME      M   EXT PIN     EXT SEQ CASE REL  IV-D PI N    FAM REL  SX  RACE        BIRTH DATE        SSN
================================================================================================================================
8103911682           XXX000              009         IVA    MHSN       11/01/2001   INIT         MAOF
XXXXXXXXXXX          MANDY           L   2505624941  000     CHLD       0000353955   CHLD     F   AA          05/03/1990      394000000
MC XXXXXXX           TONYA           L               004     NCP        0000350170   MOTH     F   UN          05/14/1971      393000000
*E008: SSN OR EXT MATCHED: 0000350170 BUT DIF LAST &/OR 1ST NAMES
MCXXXXXXXX           TINA            M   4505625842  000     CP         0000622929   AUNT     F   WH          08/18/1968      399000000
```

The demographic information from CARES is included in the error message. The worker must determine which system has the correct information for the participant. In this example, the problem is with a referred NCP. KIDS usually has more accurate data on NCPs than CARES does. The demographic information and verification source codes in KIDS should be viewed and compared with the information from CARES to determine what needs to be updated. The system with the inaccurate data should then be updated with the correct information.

Some points to keep in mind are:

- ♦ Absent parent information in CARES is not verified by the worker or the system.
- ♦ CARES case members that are receiving a benefit must have their demographic information verified. (The verification sources for DOB and SSN are found on screen ANID.)

Outside resources may have to be accessed to determine which system has the correct information

E100: DEFAULT WORKER ID ASSIGNED TO THE CASE

The system was unable to find a KIDS worker in the assignment tables to handle this case. The case should be confirmed through case assignment screens to verify if it will assign correctly. If not, it should be referred to the supervisor to check the case assignment on the worker tables. The confirmation process will have to be repeated after the worker table is updated.

E101: CASE BUILT/MOD - PROBLEM WITH 1/MORE CHLD

This error indicates that KIDS could not complete the match with at least one child from the referral. The case either existed in KIDS or was created as a result of the interface but the link to the child(ren) in question cannot be completed. Either KIDS may have multiple participants with incomplete data that could be matched to the referred participant, or there is a conflict with the participant demographics between the 2 systems. There may be a participant related error that accompanies the E101 to assist the worker in determining the problem.

Example:

```
ASSISTANCE #         EXT WRKR            EXT CNTY     SYS     PROG CD     TRG DT      PROC ST      CASE TYP     IV-D WRKR       IV-D #
LAST NAME            FIRST NAME     M    EXT PIN     EXT SEQ  CASE REL    IV-D PIN    FAM REL  SX  RACE         BIRTH DATE      SSN
=========================================================================================================================================
3111490734           XXX000              031          IVA     FS          10/19/2001  INIT         FDST                         0003141804
*E101: CASE BUILT/MOD - PROBLEM WITH 1/MORE CHLD
XXXXXX               PAUL           A    2523304406   000     CP          0003141800  OTHR     M   WH           04/09/1964      472000000
XXXXXX               ALICE          E    3527650938   000     CHLD        0003141802  CHLD     F   WH           11/17/1999      470000000
XXXXXX               ROBIN          C    7523739342   000     CHLD                    CHLD     M   WH           07/15/1995      476000000

*E006: PIN#: 0003141801 FOUND FOR SSN 476000000 BUT FOUND IVA/E 2523304414
XXXXXX               STACY          F                 001     NCP         0003141803  MOTH     F   UN           03/06/1971      469000000
```

In this example the KIDS case was built or already in existence (case 3141804). However, the match could not be completed for one of the children. (There is no KIDS PIN associated with his record.) A partial match was done with KIDS PIN 3141801 with the name and SSN. However, the E006 participant error indicates that the IVA/E PIN connected with the KIDS participant record is different than the IVA/E PIN from the referral. The child support worker must ensure that the CARES PIN on the participant's KIDS record is the same as the CARES PIN from the referral.

The UPDATE PARTICIPANT DATA (C2A) screen (path 01, 02, IV-D Case # and enter, select participant, F9) for the KIDS PIN in question should be accessed to correct this error. If the CARES PIN on the KIDS participant record is incorrect, it should be updated with the correct information. If the participant has two different CARES PINs, the CARES worker should be consulted to determine which PIN is correct and to inactivate the incorrect CARES record. The worker should also make certain that the other demographic data from both KIDS and CARES is accurate.

E400: NO EXACT MATCH FOR NCP – CASE NOT ADDED.
This error code is generated when the absent parent information received from CARES does not have an exact match to an existing KIDS participant. This is usually a result of either a lack of, or incorrect demographic information entered on CARES screen APGI.

This error is often accompanied by the **E009: TWO OR MORE PEOPLE WITH THE SAME NAME.** The E009 indicates that the referred participant's name matches more than one KIDS participant. Because there are multiple name matches with a lack of other identifying demographic information, KIDS is unable to complete the participant match for the NCP.

Example:

```
 ASSISTANCE #         EXT WRKR          EXT CNTY    SYS    PROG CD    TRG DT      PROC ST      CASE TYP    IV-D WRKR        IV-D #
 LAST NAME           FIRST NAME    M    EXT PIN   EXT SEQ  CASE REL   IV-D PIN    FAM REL  SX   RACE      BIRTH DATE         SSN
 =================================================================================================================================
 6101129110           XXX000              003       IVA     FS      04/20/2001    INIT         FDST
 *E400: NO EXACT MATCH FOR NCP - CASE NOT ADDED
 XXXX                 SHANNON      M   6503974060   000     CP      0003269398    MOTH     F    WH       01/22/1971       394000000
 XXXX                 COURTNEY     D   6503974086   000     CHLD    0003269399    CHLD     F    WH       09/18/1991       395000000
 XXXX                 HAILEY       F   6507679763   000     CHLD    0003269400    CHLD     F    WH       02/26/1994       388000000
 XXXX                 DAVID                           001     NCP                   FATH     M    UN       11/16/1965

 *E009: TWO OR MORE PEOPLE WITH THE SAME NAME
```

This example shows both the E400 and the E009. KIDS was unable to match the absent parent to an existing KIDS participant with the information provided. There is no IV-D number included in the error message because the case composition process stopped at this point. (The child support worker will manually have to either match the absent parent to an existing KIDS participant, or create a new participant record.) The worker will also have to determine if a new case must be initiated, or if a link can be made to an existing IV-D case.

A name search in KIDS will show all of the participant records that could potentially match the referred absent parent. The information included with each record (DOB, SSN, address, etc.) will assist in determining if any of the existing KIDS participants are a match to the referred individual. Other information supplied from the 5 absent parent screens in CARES (APGI, APAA, APEI, APNC, and APCO) may be used to help decide if there is a match between the referred NCP and a KIDS participant.

Since the referred absent parent could have been part of the CARES household at one time, it may also be helpful to view the AQCM screen in CARES. This screen will show the demographic information for any current or past CARES case member that has not yet been deleted from the CARES case.

If a match is made, the worker should view the IV-D cases connected to the participant before creating a new case. (A IV-D case may already exist for the group of people referred from CARES.)

Always remember to add the APGI sequence # from CARES to the KIDS participant record. This is the first field that is used to link a CARES absent parent and a KIDS NCP when there is no KIDS PIN on the APGI screen.

E401: NO CP FOR CASE – CASE NOT ADDED

This error indicates that KIDS was unable to match the referred CARES PP (primary person) to an existing KIDS participant. The information for a CARES PP includes complete demographic data. Therefore, the problem could be the result of 2 different things:

- ♦ KIDS may have multiple participants with incomplete demographic data that could be matched to the referred participant.
- ♦ There is a conflict with the participant demographic information between CARES and KIDS.

There may be a participant related error that accompanies the E401 to assist the worker in determining the nature of the problem.

Example:

```
ASSISTANCE #        EXT WRKR           EXT CNTY    SYS     PROG CD     TRG DT      PROC ST      CASE TYP    IV-D WRKR      IV-D #
LAST NAME           FIRST NAME    M    EXT PIN    EXT SEQ  CASE REL    IV-D PIN    FAM REL  SX  RACE        BIRTH DATE     SSN
================================================================================================================================
1112319816          XXX000             131         IVA     MA R       10/01/2001   INIT        MAOF
*E401: NO CP  FOR CASE – CASE NOT ADDED
xxxxxxx             ELIZABETH     D    0501582100  000     CP                       MOTH     F   WH          05/06/1963     387000000
*E006: PIN#: 0000269058 FOUND FOR SSN 387000000 BUT FOUND IVA/E 269058
xxxxxxx             NIKITA             7524469594  000     CHLD       0000325905   CHLD     F   WH          06/27/1986     391000000
xxxxxxx             TIMOTHY                        001     NCP        0000400301   FATH     M   UN            /  /
```

There is an additional error in this example, the **E006: PIN#: 0000000000 FOUND FOR SSN 000000000 BUT FOUND IVA/E 000000**. This indicates that a partial match was made for the referred participant by SSN, but the referred CARES PIN does not match what the KIDS participant record has as the CARES PIN for the individual. The KIDS worker should investigate this discrepancy. The CARES PIN connected to the KIDS participant could have been manually entered incorrectly in KIDS. It is also possible that the referred participant is in CARES under two different PINs (a duplicate entry in CARES).

The E006 error lists the KIDS PIN used for the partial match. (The PIN can be used to access the participant record and the IV-D cases linked to that record.) If the CARES PIN linked to the KIDS participant appears to be a valid number, the worker can access CARES screens AQIE or AQIP with that number. A comparison of demographic data can then be done to determine if there is a duplicate participant record in CARES. If the participant does have two different CARES

PINs, the CARES worker should be consulted to determine which PIN is correct so that the KIDS participant record can be updated accordingly.

When the CARES PIN linked to the KIDS participant record is an invalid number, the child support worker should update the record with the correct CARES PIN as listed in the error message.

The participant's existing IV-D cases should always be checked against the referred group before initiating a new case.

E402: NO EXACT MATCH FOR CHILD - CASE NOT ADDED

This error is created when KIDS is unable to match the referred CARES child to an existing KIDS participant. The problem is related to the demographic data from the referral versus the demographic data in KIDS.

- ♦ KIDS may have multiple participants with incomplete demographics that could possibly be a match to the referred participant.
- ♦ There is a conflict with the participant demographics between the two systems.

There may be a participant related error that accompanies the E402 to assist the worker in determining the problem.

Example:

```
ASSISTANCE #         EXT WRKR              EXT CNTY    SYS    PROG CD     TRG DT      PROC ST     CASE TYP    IV-D WRKR       IV-D #
 LAST NAME           FIRST NAME    M     EXT PIN     EXT SEQ  CASE REL   IV-D PI N    FAM REL  SX    RACE    BIRTH DATE        SSN
 =========================================================================================================================================
0112450504           XXX000                025        IVA     MA R     07/01/2001    INIT           MAOF
*E402: NO EXACT MATCH FOR CHILD - CASE NOT ADDED
 XXXXX               ISIAH         J    3525634293    000     CHLD                    CHLD     M     UN     09/21/1999     393000000

 *E006: PIN#: 0002709113 FOUND FOR SSN 393000000 BUT FOUND IVA/E 0522815774
 XXXXXX              LEONARD       D    6500796608    000     CP       0000033716    FATH     M     BL     04/10/1982     357000000
 XXXXX               MELODY                           001     NCP                    MOTH     F     UN       / /

 *E009: TWO OR MORE PEOPLE WITH THE SAME NAME
```

In this example the E402 is accompanied by the **E006: PIN#: 0000000000 FOUND FOR SSN 000000000 BUT FOUND IVA/E 000000**. This error indicates that a partial match was made for the referred participant by SSN, but the referred CARES PIN does not match the (CARES) PIN on the KIDS participant record. The KIDS worker should investigate this discrepancy. The IVA/E PIN listed for the KIDS participant could have been manually entered incorrectly in KIDS, or the referred participant could be a duplicate in the CARES system.

The E006 error lists the KIDS PIN that the partial match was made to. (The participant's KIDS PIN should be used to access any IV-D cases linked to him/her.) If the CARES PIN linked to the KIDS participant appears to be a valid number, the worker can access CARES screens AQIE or AQIP with that number. A comparison of demographic data can then be done to determine if there is a duplicate in CARES. If the participant does have two different CARES PINs, the CARES worker should be consulted to determine which PIN is correct so that the KIDS participant record can be updated accordingly.

When the CARES PIN linked to the KIDS participant record is an invalid number, the worker should update the record with the correct CARES PIN as listed in the error message.

The participant's IV-D cases should always be viewed before initiating a new case.

The D623 entry also indicates that the referred absent parent was not linked to a participant in KIDS. The E009 error must also be corrected for this referred group.

E407: MULTI PART WITH SAME CARES PIN: 0000000000 0000000000

This error is created when KIDS has multiple participants with the same CARES PIN connected to their demographic information. The error message lists the KIDS PINs that have the same CARES PIN linked to their records. This problem can be caused in two ways.

- ♦ The child support worker manually added the wrong CARES PIN to a participant record.
- ♦ The KIDS PINs are duplicate records.

Example:

```
ASSISTANCE #         EXT WRKR            EXT CNTY    SYS    PROG CD    TRG DT       PROC ST      CASE TYP    IV-D WRKR     IV-D #
LAST NAME            FIRST NAME     M    EXT PIN   EXT SEQ  CASE REL   IV-D PIN     FAM REL  SX  RACE        BIRTH DATE    SSN
=====================================================================================================================================
0105373605           XXX000              079         IVA    MA R      07/01/2001   INIT         MAOF
*E407: MULTI PART WITH SAME CARES PIN:0000559899 0001278992
XXXXXX               DEREK          J    1502150441   000    CHLD      0000559899   OTHR     M   UN          08/13/1986    389000000
XXXXXX               WILLIAM                          003    NCP                    FATH     M   UN          03/06/1954
*E009: TWO OR MORE PEOPLE WITH THE SAME NAME
XXXXXXXX             DANIELA        M    5503040589   000    CP        0002259213   OTHR     F   BL          10/03/1976    392000000
```

This example indicates that the CARES PIN for the child is connected to 2 different KIDS PIN (559899 and 1278992). The worker should check both participants' records for one of the following.

- ♦ The participant in question is a duplicate entry in KIDS.
- ♦ A different person's record in KIDS is incorrectly linked to the CARES PIN from the referral.

If the participant records in question are in fact duplicate records, the child support worker will have to inactivate one of the PINs and update all of the IV-D cases connected to that PIN. If the participant records are different, the child support worker will have to remove the CARES PIN from the incorrect record to ensure that the interface process works correctly in the future.

E408: CHILD 0000000000 NOT ACTIVE IN GRANT - CHLD ADDED, BUT NOT IN CASE

This error must be accompanied by the **E402** error (no exact match for child – case not added) and at least one other error message for it to appear on the D623 report. The child is not receiving benefits in CARES currently so no action may be required.

Example:

```
ASSISTANCE #          EXT WRKR              EXT CNTY    SYS    PROG CD    TRG DT      PROC ST     CASE TYP   IV-D WRKR        IV-D #
  LAST NAME           FIRST NAME    M      EXT PIN    EXT SEQ  CASE REL  IV-D PI N    FAM REL   SX  RACE      BIRTH DATE         SSN
===============================================================================================================================
6110840068            XXX000                079        IVA      ME I    11/01/2001    INIT          MAOF
*E402: NO EXACT MATCH FOR CHILD - CASE NOT ADDED
XXXX                  BRIDGET              6526421547   000      CP      0003041743    MOTH    F    WH       07/27/1975      498000000
XXXXXX                STEVE                             003      NCP                   POTF    M    UN        /  /
*E009: TWO OR MORE PEOPLE WITH THE SAME NAME
XXXX                  ADAM          D      6528309841   000      CHLD    0003189522    CHLD    M    WH       01/15/1993      488000000
*E408: CHILD 0003189522 NOT ACTIVE IN GRANT - CHLD ADDED, BUT NOT IN CASE
```

Check demographic and benefit data for the child as well as active/inactive status in KIDS/CARES. (Researching CARES screens AQIP/AQIE, and ANLA will verify the benefits the child may be receiving and whether or not the child is still in the home.)   CARES case comments may also help in deciding if any action should be taken as a result of the referral. If the determination is made that the referral is not appropriate, the worker should verify that the referral flag on the APGI screen is changed to "N", or that the APGI screen is deleted.

E409: CP/NLRR AND NCP ARE THE SAME PEOPLE

This error is created when KIDS receives a referral from CARES where the absent parent is the same person as either the active CP or NLRR. When the CP or NLRR is erroneously listed as an absent parent on the APGI screen in the CARES case, corrective action can be taken by the CARES case manager to update APGI with the proper information. However, if this error is created because the CARES PP is also an NCP (POTF) on the same case, there is no corrective action that can be taken. KIDS cannot create a IV-D case where one participant is both the CP or NLRR and the NCP.

Example:

```
ASSISTANCE #         EXT WRKR           EXT CNTY   SYS    PROG CD   TRG DT      PROC ST    CASE TYP   IV-D WRKR    IV-D #
  LAST NAME          FIRST NAME    M    EXT PIN    EXT SEQ CASE REL IV-D PI N   FAM REL SX  RACE      BIRTH DATE      SSN
=============================================================================================================================
7111986377           XXX000             013        IVA    FS        11/01/2001  INIT         FDST
*E409: NLRR AND NCP ARE THE SAME PEOPLE
ST XXXXXXX           PENNY         J    1529006970 000    CP        0003268966  MOTH    F   WH        10/29/1982   473000000
XXXXXXXXXXX          KEITH              2507127392 000    NLRR      0000618822  OTHR    M   WH        08/26/1963   396000000
XXXXXXXXXXX          KEITH                         004    NCP       0000618822  POTF    M   UN        08/26/1963
UNBORN               CHILD                         000    CHLD      0003279457  CHLD    U   UN         /  /
```

The error message does include the roles and KIDS PIN for the participant that is included in the referral as both the NCP and NLRR or CP. The CARES case should be checked to verify that the PP is in fact also an absent parent on the case. Viewing the participant demographics (ANID or AQCM), household relationships (ANHR), absent parent information (APGI), and case comments (ACCC or CMCC) will help determine if the CARES case composition is correct or in error.

E410: CP IVA CASE NUMBER MISMATCH - 0000000000

When this error occurs a KIDS case has been found for the referred PP. However, the ELD screen for the PP shows a different CARES case number associated with the participant. This can happen in several ways.

- ♦ The child support worker manually entered the CARES case number incorrectly.
- ♦ The child support worker created a false CARES case number, usually because benefit eligibility was prior to CARES going online and/or the case type in KIDS demands a link with a CARES case.
- ♦ The CARES PP is also the PP on a closed CARES case.

The error message includes the CARES case number that is currently linked to the participant on the ELD screen. In most instances the worker must access the ELD screen and move the existing case number to the OLD CASE field and add in the new CARES case number.

Example:

```
ASSISTANCE #        EXT WRKR            EXT CNTY     SYS     PROG CD     TRG DT      PROC ST      CASE TYP    IV-D WRKR        IV-D #
LAST NAME           FIRST NAME     M    EXT PIN    EXT SEQ  CASE REL   IV-D PIN    FAM REL  SX    RACE      BIRTH DATE        SSN
 ================================================================================================================================
7102400179          XXX000              023          IVA      CC      10/01/2001    INIT           TRCC
*E410: CP IVA CASE NUMBER MISMATCH - A390000000
XXXXXX              TRUDIE         L    7509934320   000      CP      0001874214    MOTH     F     WH      11/18/1975        390000000
XXXXXX              MORGAN         E    7511584993   000      CHLD    0001874216    CHLD     F     WH      07/18/1995        387000000
UNKNOWN             FATHER                           005      NCP     0003270536    POTF     M     UN        /  /
```

This example shows that the existing CARES case number linked to the CP is the person's SSN prefixed by the letter A. This is therefore a false CARES case number entered by a KIDS worker. The ELD screen must be accessed to connect the correct assistance number. The incorrect case number should be moved to the "OLD CASE" field and then the correct number can be added and confirmed.

If this error was created because the CP had been the primary person on a different CARES case in the past (CARES screens AQIP/AQIE will list all of the CARES cases that the participant has been associated with), a note should be added to the ELD screen explaining that the assistance number in the "OLD CASE" field was a valid CARES case at one time.

E411: DUPLICATE KIDS PIN 0000000000 ON SAME IV-A CASE

This error is created when the KIDS PIN found on the APGI screen in CARES is the same as the KIDS PIN in the matching IV-D case for one of the children. The APGI screen must be updated with the correct KIDS PIN for the NCP.

Example:

```
ASSISTANCE #        EXT WRKR           EXT CNTY    SYS    PROG CD    TRG DT      PROC ST     CASE TYP    IV-D WRKR      IV-D #
LAST NAME           FIRST NAME    M    EXT PIN    EXT SEQ  CASE REL   IV-D PI N    FAM REL  SX  RACE    BIRTH DATE      SSN
============================================================================================================================
0111934800          XXX000              127        IVA     MHSN      11/01/2001   INIT         MAOF
*E411: DUPLICATE KIDS PIN 0003199141 ON SAME IV-A CASE
XXXXX               MICHAEL       M    0528637363    000    CHLD     0003199143   CHLD     M   WH      10/19/1991     874000000
XXXXX               CAETLIN       B    0528637371    000    CHLD     0003199144   CHLD     F   WH      03/03/1994     874000000
XXXXX               JAMES         T    0528637380    000    CHLD     0003199141   CHLD     M   WH      10/08/1995     874000000
XXXXX               JAMES         A                  001    NCP      0003199141   FATH     M   UN      09/11/1967     349000000
XXXXX               KIMBERLY      A    0528506501    000    CP       0003199142   MOTH     F   WH      05/30/1971     343000000
```

In this example the absent parent has the same KIDS PIN as the third child in the referral. The child support worker must determine what the correct KIDS PIN is for the NCP and relay that information to the CARES worker so that the APGI screen can be updated.

The participant record for the KIDS PIN in the error message should be accessed to verify that the PIN is associated with the child's participant record and not the NCP. The NCP's participant record should also be accessed to determine his/her correct KIDS PIN. This information should be conveyed to the CARES case manager so that the APGI screen can be updated with the correct PIN.

E412: DUPLICATE SSNS ON CARES REFERRAL FILE

This error is created when the referral information from CARES contains different participant records that have the same SSN. By viewing the referred information the worker will be able to see the participant records in question. The child support worker can use information from KIDS or any other available source to determine which record is incorrect. This information should then be relayed to the CARES worker so that the participant records in CARES can be corrected.

Example:

```
ASSISTANCE #        EXT WRKR            EXT CNTY    SYS    PROG CD    TRG DT      PROC ST       CASE TYP    IV-D WRKR      IV-D #
LAST NAME           FIRST NAME    M     EXT PIN    EXT SEQ  CASE REL  IV-D PIN    FAM REL   SX   RACE       BIRTH DATE     SSN
 ===================================================================================================================================
3101183677          XXX000              101         IVA     FS        10/01/2001  INIT          FDST
*E412: DUPLICATE SSNS ON CARES REFERRAL FILE
XXXXXX              AMY           A     3500205933  000     CP        0000956808  MOTH      F    WH         10/01/1975     193000000
XXXXXX              DUSTIN        M     3515546979  000     CHLD      0002109857  CHLD      M    WH         12/08/1996     398000000
XXXXXX              DALTON        M     3515546987  000     CHLD      0002109860  CHLD      M    WH         12/08/1996     398000000
XXXXXX              BRYAN         S     3515546995  000     CHLD      0002109854  CHLD      M    WH         12/08/1996     398100000
XXXXXX              BRIAN         S                 008     NCP       0002109854  FATH      M    UN         02/12/1976     398100000
```

This referral indicates that the CARES participant records for one of the children and the NCP have the same SSN in CARES. The child support worker will have to determine which one is incorrect and inform the CARES worker of the error. The KIDS participant records should be accessed to determine what SSNs are linked to both of these people and to see how the information was verified. Other resources should be used as appropriate to verify the correct SSNs.

Note: CARES usually has a verified SSN for children receiving benefits (screen ANID) in the group. However, no verification is done for the absent parent's SSN entered on APGI.

E424: KIDS PIN 0000000000 NOT FOUND OR INACTIVE.

This error indicates that the KIDS PIN for the referred participant does not exist in KIDS or the participant is inactive on the KIDS case. This error can only be created for the absent parent from the CARES case. (CARES only houses KIDS PINs on screen APGI). The KIDS PIN in question is included in the error message. The validity of the referred KIDS PIN will determine the next action to be taken by the worker.

- ♦ **Invalid or inactive PIN:** A CARES supervisor must update the APGI screen with the correct PIN.
- ♦ **Correct PIN but the participant is inactive on the IV-D case:** The worker must determine if the participant record should be changed from inactive to active status on the IV-D case in question.

Example:

```
ASSISTANCE #        EXT WRKR          EXT CNTY    SYS    PROG CD    TRG DT      PROC ST      CASE TYP    IV-D WRKR     IV-D #
LAST NAME           FIRST NAME   M    EXT PIN   EXT SEQ  CASE REL   IV-D PIN    FAM REL  SX  RACE        BIRTH DATE    SSN
==================================================================================================================================
0102194629          XXX000            079         IVA      FS      10/05/2001    INIT            FDST
*E424: KIDS PIN 0001378451 NOT FOUND OR INACTIVE
XXXXX               LIDUVINA          0506660869  000      CP      0001596843    MOTH    F   HP          04/06/1969    582000000
XXXXXXXXXXXXXXX     MOISES       I    0506660893  000      CHLD    0001275370    CHLD    M   HP          02/22/1987    590000000

XXXXXXXXX           BENJAMIN                      001      NCP     0001378451    FATH    M   UN            / /
```

A search should be done using the KIDS PIN from the error message to determine if:

- ♦ The PIN is a valid number
- ♦ The PIN is an inactive duplicate PIN
- ♦ The PIN is inactive only on the IV-D case for this group of people.

If the PIN is not found or has been inactivated, the child support worker should inform the CARES worker of the correct KIDS PIN for this participant so that the APGI screen can be updated. If the KIDS PIN in question is just inactive on the IV-D case for this group of people, the worker must determine if it should be activated on the KIDS case. In most instances the PIN is inactive on the case because it is not the correct participant for the IV-D case (i.e. John Smith, PIN 11122 vs. John Smith, PIN 3355888). The CARES worker must still be notified so that the appropriate updates can be done on the assistance case.

E434: PARTS IN IVA CASE 0000000000 ALREADY EXIST ON KIDS CASE 000000000

This error message is created when an NLRR/CP case is referred to KIDS but there is already an existing IV-D case for the CP, child(ren), and absent parent linked to a different CARES case on the ELD screen. The IV-D case may or may not include the primary person from the referral and the roles and/or statuses of the primary person and the CP are different than in the referral.   KIDS will not create a new NLRR/CP case or update the existing IV-D case based on the referral. Instead the child support worker must decide what action to take as a result of the new referral from CARES.

Example:

```
 ASSISTANCE #          EXT WRKR              EXT CNTY     SYS     PROG CD     TRG DT       PROC ST      CASE TYP    IV-D WRKR          IV-D #
 LAST NAME             FIRST NAME    M       EXT PIN      EXT SEQ CASE REL    IV-D PIN     FAM REL   SX  RACE       BIRTH DATE         SSN
 ========================================================================================================================================
 4104247243            XXX000                013          IVA     FS          06/23/2000   INIT          FDST
 *E434: PARTS IN IVA CASE 7112025478 ALREADY EXIST ON KIDS CASE 0003129712
 XXXXXXX               ANITA         J       4513344229   000     NLRR        0000919194   GRMO      F   WH         08/16/1963         468000000
 XXXXXX                MANDY         L       4513345675   000     CP          0000919195   MOTH      F   WH         04/10/1983         387000000
 XXXXXX                ALEXIS        J       4528596849   000     CHLD        0003129711   CHLD      F   WH         06/28/2001         874000000
 XXXXXX                MARCUS        A                    006     NCP         0000168202   POTF      M   UN         06/13/1984         395000000
```

This example indicates that the CP, child, and NCP have their own KIDS case already (3129712). The error message shows that this existing IV-D case is linked to CARES case 7112025478 on the ELD screen. This suggests that the CP from this referral has her own CARES case as well as being included in this new referral for CARES case 4104247243. The child support worker must determine the next appropriate action to take.   The IV-D case listed on the error message should be accessed to verify the correct case composition.   The ELD screens for both the CP and NLRR can be accessed to determine what benefits are being received on each CARES case.   The respective CARES cases can be accessed as well to verify household composition and benefits being received.

The child support worker has several options to choose from at this point. The worker can:

♦ Leave the existing KIDS case as is. This will maintain the link between the IV-D case and the CP's CARES case.
♦ Change the existing KIDS case to make the CP inactive and the NLRR active. This will maintain the link between the IV-D case and the NLRR's CARES case.
♦ Create another IV-D case with the NLRR active and the CP inactive.
♦
The most common choice would be to leave the IV-D case as is and maintain the link with the CP's CARES case.

E435: PP IS CP ON KIDS CASE 0000000000 THOUGH MOTH/FATH IS ON INCOMING CARES CASE

This error shows that we have an existing KIDS case that is linked on the ELD screen to the CARES case that is being referred. The PP from the CARES case is also the CP on the pre-existing KIDS case but is not the mother or father of the child(ren) on the referral. The parent of the child(ren) is included in the referral as well.

The system is unable to update the roles on the pre-existing KIDS case because a court case number is linked to the IV-D case in question. (KIDS will never automatically change the financial role of any participant when a court case number is linked to the IV-D case.) The child support worker must therefore determine what action if any should be taken on the KIDS case.

Example:

```
ASSISTANCE #          EXT WRKR            EXT CNTY    SYS     PROG CD     TRG DT     PROC ST      CASE TYP    IV-D WRKR       IV-D #
LAST NAME             FIRST NAME    M     EXT PIN    EXT SEQ  CASE REL    IV-D PIN   FAM REL  SX  RACE        BIRTH DATE      SSN
=============================================================================================================================
2102685322            XXX000              025         IVA     FS          04/14/1999 INIT          FDST
*E435: PP IS CP ON KIDS CASE 0003168917 THOUGH FATH IS ON INCOMING CARES CASE
XXXXXXXXX             KELLY         A     1502253917  000     NLRR        0000047978 STPM     F    WH         08/31/1967      389000000
XXXXXXXXX             LARRY         J     6502586368  000     CP          0000052358 FATH     M    WH         03/14/1967      390000000
XXXXXX               DEBRA         M     7504234494  000     CHLD        0000071527 CHLD     F    UN         12/09/1986      394000000
XXXXXX               LENA          M                  006     NCP         0000074440 MOTH     F    UN         01/27/1967      395000000
```

This error indicates that the PP from the CARES case is also the CP on the pre-existing KIDS case. However, the father of the child is also included in the CP/NLRR referral. This referral is set up to have the PP in the role of NLRR and the father in the role of CP on the KIDS case. Since a court case number is already linked to the existing IV-D case, KIDS cannot automatically change the financial roles. The worker must determine what the correct roles should be on the IV-D case.

The IV-D case for this group of people should be accessed to determine what the current status of the case is. Since the NLRR is listed on the KIDS case as the CP, and there is a link to a court case, special care should be taken before making any changes to the case composition or initiating a new case.

Some questions to answer are:

- ♦ Why is someone other than the parent listed as the CP on the IV-D case?
- ♦ Have any legal documents been initiated on the case?
- ♦ Is current support being paid on the IV-D case?
- ♦ Is the IV-D case an arrears only case?

Once the necessary information has been obtained, the worker should make any necessary updates, corrections or additions in KIDS as appropriate.

E436: IVA CASE KNOWN TO KIDS WITH A DIFFERENT PRIMARY PERSON 0000000000

This error indicates that the referred CP/NLRR CARES case is already known to KIDS. However, the KIDS system has this case linked to a different primary person than the one in the referral. This can happen in 2 different situations.

- ♦ The child support worker manually linking a CARES case number incorrectly to the wrong participant in KIDS.
- ♦ The CARES worker transferred the case from one person to another.

The error message does include the KIDS PIN for the person that the case is currently linked to in KIDS.

Example:

```
ASSISTANCE #          EXT WRKR              EXT CNTY    SYS    PROG CD    TRG DT       PROC ST     CASE TYP    IV-D WRKR       IV-D #
 LAST NAME            FIRST NAME      M     EXT PIN     EXT SEQ CASE REL  IV-D PI N     FAM REL  SX  RACE       BIRTH DATE       SSN
========================================================================================================================================
 9101733044           XXX000                079         IVA    FS         10/22/2001    INIT         FDST
*E436: IVA CASE KNOWN TO KIDS WITH A DIFFERENT PRIMARY PERSON  0001466821

 WHITEHORN            KEOSHA          W     4506748654   000    CP         0002557566    MOTH     F    BL       05/26/1985       392000000
 XXXXXX               HAZEL           L     9502839790   000    NLRR                     GRMO     F    BL       10/17/1970       391000000
*E006: PIN#: 0001466821 FOUND FOR SSN 391721526 BUT FOUND IVA/E P502839790
 XXXXXXX              DARIUS          I     9529678843   000    CHLD       0003271588    CHLD     M    BL       10/01/2001       874000000
 XXXXXX               STEVIE                             005    NCP                      POTF     M    UN         /  /
*E009: TWO OR MORE PEOPLE WITH THE SAME NAME
```

This example shows that the CARES case from the referral is currently linked to a KIDS participant with the PIN 1466821. However, the PP in this referral is linked to KIDS PIN 2557566. Therefore the interface cannot be completed.

The ELD screen linked to this CARES case should be viewed to see who is listed as the primary person in KIDS. The worker should verify whether the assistance number was manually linked to the wrong participant or if the CARES worker transferred the case from one person to another. (Verification of the PP for a CARES case can be completed by viewing CARES screen AQCS for the case in question.)   The assistance case number can be transferred from one participant to another via the TRANSFER ASSISTANCE BENEFIT (ABD) screen (path 07, 06).   If the CARES case number has been linked to the wrong participant record, the worker will also have to update the ELD screen for that participant with his/her correct assistance number if one exists. In this example the E006 error for NLRR and the E009 error for the NCP must also be corrected.

E437: DUPLICATE CARES ROLES FOR SAME PARTICIPANT (participant's KIDS PIN)

A participant other than the primary person has duplicate roles, (such as CP-I and NCP) in the IV-A case.

E438: PARTS ALREADY EXIST ON ANOTHER KIDS CASE 0000000000

This error message is created when an NLRR/CP case is referred to KIDS but there is already an existing IV-D case for the CP, child(ren), and absent parent linked to a court case in KIDS.

The IV-D case may or may not include the PP from the referral.
The roles and/or statuses of the PP and the CP are different than in the referral.
The existing IV-D case is not linked to any CARES case.

KIDS will not create a new NLRR/CP case or change the existing IV-D case based on the referral. Instead the child support worker must decide what action to take as a result of the new referral from CARES.

Example:

```
ASSISTANCE #        EXT WRKR          EXT CNTY    SYS    PROG CD    TRG DT     PROC ST      CASE TYP   IV-D WRKR      IV-D #
LAST NAME           FIRST NAME    M   EXT PIN    EXT SEQ CASE REL  IV-D PIN    FAM REL  SX    RACE     BIRTH DATE     SSN
 ==============================================================================================================================
7101698174          XXX000            127         IVA     MA U    11/01/2001   INIT            MAOF
*E438: PARTS ALREADY EXIST ON ANOTHER KIDS CASE 0003076586
XXXXXX              LAURA        J   7509088933    000     NLRR    0000860018   STPM     F     WH      05/30/1970     399000000
XXXXXX              PAUL         R   7526946136    000     CP      0000832556   FATH     M     WH      04/17/1964     394000000
XXXXXX              MAYA         M   7526946144    000     CHLD    0000803558   CHLD     F     WH      10/12/1984     388000000
XXXXXXXXX           LISA                           002     NCP     0000818379   MOTH     F     UN      09/26/1964     391000000
```

The E438 error indicates that the referred participants already exist on a IV-D case that is not linked to any CARES case. The IV-D case number is included in the description. The IV-D case should be accessed to view the financial roles and the active/inactive statuses of the participants in question (the NLRR and CP from the referral). Usually, the referred NLRR must be added or changed on the IV-D case to NLRR - A. The CP should be changed from active to inactive status. This will ensure that any child support paid will still go to the CP but the link can be made to the CARES case.